

Cummins Inc.  
Box 3005  
Columbus, Indiana  
47202-3005



RECEIVED  
NVS-215

2003 FEB 25 P 3 13

February 19, 2003  
OFFICE OF  
DEFECTS INVESTIGATION

Mrs. Kelly Schuler  
Office of Defects Investigation  
U.S. Department of Transportation  
National Highway Traffic Safety Administration  
400 Seventh Street, S.W.  
Washington, DC 20590

Dear Mrs. Schuler,

Following our telephone conversation of Friday, February 14, 2003, Cummins has modified our customer correspondence per your recommendations. I thank you for your quick response and valuable input.

Sample copies of these letters are attached.

These relate to Safety Defect Campaigns 03E-009 (Alternator Bracket) and 03E-010 (Vibration Damper).

If you have further questions, please do not hesitate to contact me.

Sincerely,

A handwritten signature in black ink, appearing to read 'Steven R. Butler'.

Steven R. Butler  
Engine Certification Director

Phone: 812-377-3713  
Fax: 812-377-8739  
Email: [steven.r.butler@cummins.com](mailto:steven.r.butler@cummins.com)

Cummins Inc.  
Box 3005  
Columbus, Indiana  
47202-3005

CAMPAIGN  
03E-010



DATE:

Dear Customer,

#### IMPORTANT SAFETY NOTICE

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Cummins Inc. has decided that a defect that relates to motor vehicle safety exists in chassis manufactured by Workhorse Custom Chassis and Freightliner Custom Chassis Corporation that are powered by a Cummins 3.9 liter ISB 4 Cylinder engine.

Cummins Inc. has decided that the ISB 4 Cylinder crankshaft vibration damper may pose a risk to vehicle safety on engines installed in chassis manufactured by Workhorse Custom Chassis and Freightliner Custom Chassis Corporation. The affected engines were built from October 2000 through July 2001, and have an Engine Serial Number within the range of 21436401 to 21478129.

The defect involves the potential for cracks to develop in the center hub area of the crankshaft vibration damper. Under these conditions, if cracks appear, material from this area may become loose, and the possibility of flying debris may exist. Persons nearby could be injured by this flying debris.

Cummins Inc. urges you to contact your nearest Cummins Distributor for corrective action. This will be done without charge to you. The time needed to perform the corrective action is approximately 4.0 hours. The crankshaft vibration damper will be replaced with a new design.

"If you are a lessor of vehicles which are equipped with affected vibration dampers, Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days."

Should you have any questions or difficulties regarding this program, please contact our Customer Assistance Center by calling our toll free number 1-800-343-7357 (1-800-DIESELS)

Should you have a complaint relative to the correction of the engine, you may wish to report that to:

Administrator, National Highway Traffic  
Safety Administration  
400 Seventh Street, S.W.  
Washington, DC 20590

Or you may call the toll free Auto Safety Hotline at 1-888-327-4236

We regret the inconvenience this recall may cause you.

Regards,

Bryan Rafter  
Executive Director of Powercare  
Service Engineering  
Cummins Inc

Phone: 812-377-5000  
Facsimile: 812-377-3334

Cummins Inc.  
Box 3005  
Columbus, Indiana  
47202-3005

CAMPAIGN

03E-009



DATE:

Dear Customer,

#### IMPORTANT SAFETY NOTICE

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Cummins Inc. has decided that a defect that relates to motor vehicle safety exists in school buses manufactured by Blue Bird Corporation and Freightliner Custom Chassis that are powered by a Cummins 5.9 L ISB engine.

Cummins Inc. has decided that the ISB lower alternator support brace and upper alternator support bracket may pose a risk to vehicle safety on engines installed in school buses manufactured by Blue Bird Corporation and Freightliner Custom Chassis. The affected engines were built from March 1998 through February 1999, and have an Engine Serial Number within the range of 45480143 to 45818756 or 56456052 to 56561539.

The defect involves the potential for the lower alternator support brace or mounting hardware to loosen or break which has led to the upper alternator support bracket breaking and the alternator dropping to the engine. Under these conditions electrical wiring harnesses may be damaged and the possibility of fire may exist.

Until the lower alternator support brace and upper alternator support bracket have been replaced, it is recommended that you inspect the lower brace and upper bracket for signs of cracks. Also check both brace and bracket mounting hardware for proper torque of 18 ft-lbs.

Cummins Inc. urges you to immediately contact your nearest Cummins Distributor for corrective action. This will be done without charge to you. The time needed to perform the corrective action is approximately 1.2 hours. The lower alternator support brace and mounting hardware will be removed and replaced. The upper alternator support bracket will be removed and replaced with a new design.

If you are a lessor of vehicles which are equipped with affected alternator braces and alternator brackets, Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Should you have any questions or difficulties regarding this program, please contact our Customer Assistance Center by calling our toll free number 1-800-343-7357 (1-800-DIESELS)

Should you have a complaint relative to the correction of the engine, you may wish to report that to:

Administrator, National Highway Traffic  
Safety Administration  
400 Seventh Street, S.W.  
Washington, DC 20590

Or you may call the toll free Auto Safety Hotline at 1-888-327-4236.

We regret the inconvenience this recall may cause you.

Regards,

Bryan Rathert  
Executive Director of Powercare  
Service Engineering  
Cummins Inc

Phone: 812-377-5000  
Facsimile: 812-377-3334